

## CHAPTER IV

### CONCLUSION

Tugu Pahlawan is a famous monument in Surabaya and it was established in order to honor the heroes of Surabaya. Nowadays, Tugu Pahlawan is known as one of the most popular places to be visited in Surabaya. The position of Tugu Pahlawan located in the center of Surabaya made Tugu Pahlawan visited by many tourists in Surabaya. Then, to retell the battle story at November 10<sup>th</sup> on Surabaya, Museum 10 November was built.

The writer did the internship at Tugu Pahlawan Surabaya for four weeks started from 7<sup>th</sup> January and ended on 11<sup>th</sup> February 2016. During the internship the writer was positioned in the office and at the Museum 10 November. From the internship program, the writer got many new experiences like guiding visitors, having conversation with foreign tourists, did correspondence job, made or answered a call. During the internship, the writer also learnt how to control his emotion when he was guiding the group of kindergarten school.

Not only he got many valuable experiences, but the writer also got new experiences in guiding or doing job in reality. Besides, he could apply some subjects that he has learned in English Diploma of Universitas Airlangga; the writer also met some new people that gave him many valuable experiences based on their work experience in Tugu Pahlawan Surabaya. In addition, the writer also got the opportunity to work with a team and also learned how to behave and work with his coworkers. At the end, the writer believes that Tugu Pahlawan Surabaya

is a suitable place for English Diploma students who want to do the internship in the future. Tugu Pahlawan Surabaya not only allows the students to apply the subjects that had been learned from English Diploma but also gives many experiences that might be useful in the future. The writer also believes that the internship program did not only give benefits for English Diploma students but also for Tugu Pahlawan Surabaya. Overall, the writer recommends Tugu Pahlawan Surabaya as one of suitable places that can be chosen for the internship program.

